NON-EMERGENCY MEDICAL TRANSPORTATION

Dear Medicaid/MC+ Recipient:

Starting November 5, 2005, your non-emergency medical transportation (**NEMT**) services will be set up by LogistiCare Solutions, L.L.C. They will start taking calls November 1, 2005. To set up transportation, call at least **3 days** before your appointment at the following 24-hour toll-free number:

1-866-269-5927

WHAT IS NEMT?

- NEMT sets up transportation for Medicaid/MC+ recipients.
- You can only be given a ride to a Medicaid service.
- Transportation is not provided to some medical services.
- You may be asked to get a note from your doctor if the provider is over a certain number of miles away.
- You do not have a choice of transportation providers.
- The NEMT program will set up the transportation provider that is appropriate for you. The program may use:
 - public transportation or bus tokens,
 - gas reimbursement,
 - vans,
 - taxi,
 - ambulance, or
 - airplane.

NEMT is not for emergencies.

If you have an emergency, call 911,
or your local emergency phone number

WHO CAN GET NEMT SERVICES?

- You must be on Medicaid or MC+ on the day of your appointment.
- Some people on Medicaid or MC+ do not get NEMT services.
- The NEMT program will let you know if you do not get NEMT.
- If your child is under 21 and needs to be away from home overnight or needs someone to go along, the NEMT program can help.
- NEMT will only pay for the child and one parent or guardian.
- NEMT will not pay for other children or adults to ride along.
- MC+ Managed Care recipients get their NEMT services from their MC+ Managed Care health plan.

DO I HAVE TO PAY FOR THIS SERVICE?

- You must pay \$3 for each trip.
- A trip may be one way or round trip or have more than one stop.
- If you cannot pay \$3, your ride cannot be denied, but it may affect your ability to get a ride next time.
- You do not pay \$3 if you are under age 19, pregnant, blind, or if you live in a long-term care facility.
- You do not pay \$3 if you use public transportation or bus tokens or if you receive reimbursement for gas.

RECIPIENT RIGHTS

- You have the right to be treated with respect and dignity.
- You have the right to privacy.
- You have the right to be free of restraint or seclusion used to make you do something you should not do. You have the right to exercise your rights without being worried about the way the NEMT program will treat you.
- You may not always be happy with NEMT services.
- You can file a grievance with the NEMT program. You need to call 1-866-269-5927 or write LogistiCare, 6700 North Corporate Dr, Kansas City, MO. 64120.

WHAT DO I DO IF MY RIDE IS LATE?

If your ride is more than 15 minutes late, call one of these numbers: 1-866-269-5944 or 1-866-269-5435

STATE FAIR HEARING

The NEMT program will write you if they do any of the following:

- deny or give a limited approval of a service;
- deny, reduce, suspend, or end a service already approved;
- or deny payment for a service.

You have the right to ask for a hearing within 90 days from the date of the letter. You may ask anyone such as a family member, your minister, a friend, or an attorney to help you.

You can call the Recipient Services Unit at 1-800-392-2161 (Toll Free) or 1-573-751-6527 (at your cost) for information on a State Fair Hearing.

VISUALLY AND HEARING IMPAIRED MEMBERS

We have information in an easy to read form for people with poor eyesight. Call 1-800-392-2161.

We have a special phone number for people with poor hearing. If you use a telecommunications device for the deaf (TDD) call 1-800-735-2966.

INTERPRETER SERVICES/SERVICIOS DEL INTÉRPRETE

If you do not speak English, call 1-800-874-9426 to ask for help. We will get you a translator when needed. We may have this brochure in your language.

Si usted no habla inglés, llamada 1-800-874-9426 a pedir ayuda. Le conseguiremos un traductor cuando están necesitados. Podemos tener este folleto en su lengua.

Call Recipient Services at 1-800-392-2161 if you have questions about the NEMT program.

Department of Social Services
Division of Medical Services



Division of Medical Services P.O. Box 6500 Jefferson City, Missouri 65102-6500